



JØTUL LIMITED WARRANTY FOR THE EUROPEAN ECONOMIC AREA

Jøtul is a renowned manufacturer of high quality stoves and fireplaces with long service life. With a history that goes back to 1853, we are so confident of the quality of our products that we offer our customers an extended warranty at no extra charge. Congratulations on your new fireplace from Jøtul!

1. Jøtul wood stoves – limited warranty

Jøtul AS warrants that the external cast-iron parts and steel plate parts are free from defects in materials or manufacturing for a period of 5 years from the date of purchase.

You may extend the warranty on external cast-iron parts to 25 years by registering your purchase on intl.jotul.com within three months of purchase. We recommend that you print the warranty card and keep it together with your receipt.

2. Jøtul Pellet stoves

Jøtul AS warrants that the burn chamber is free from defects in materials or manufacturing for a period of 5 years from the date of purchase.

Jøtul warrants that all other parts (except those listed as non-covered below) are free from defects in materials or manufacturing for a period of 2 years from the date of purchase.

3. Condition

The warranty applies on the condition that the stove has been installed by a qualified installer in accordance with applicable laws and regulations and Jøtul's installation and operating instructions.

4. Our warranty does not cover:

- 4.1. Repair or replacement of items that are subject to normal wear and tear during the warranty period or to items that may require replacement in connection with normal maintenance. These items include (but are not limited to) burn plates, fire grates, firebricks, concrete, flue baffles, gaskets and similar items, ceramic insulation blankets, glass (ceramic glass is warranted against thermal breakage only), glass clips and seals for doors, lids and glass, brazier, ash drawer and ash drawer seals.
- 4.2. Damage, to paint and enamel surfaces, caused by improper maintenance or use not in conformance with the operating instructions contained in the user manual, such as (but not limited to) over-firing, use of unsuitable fuel, for wood stoves such as driftwood, impregnated wood, plank offcuts, chipboard, briquettes, cardboard or too moist or wet wood, and for pellet stoves such as moist or wet pellets, or pellets that do not conform to the requirements of standard UNI EN 14961-2, DIN, DIN+, ONORM 7045, ITEBE CHARTER or NF GRANULES. Please refer to the user manual for operating instructions.
- 4.3. Damage due to incorrect installation not in conformance with the installation instructions contained in the owner's manual or local and/or national fire and building regulations.
- 4.4. Damage caused by unauthorized alteration, modification, use, repair or use of non-original parts.
- 4.5. Damage to enamel finish including chipping, cracking, mechanical or chemical abrasion, crazing, bubbling or discolouration and staining, or rust caused by high humidity or salt air environments.
- 4.6. Damage caused during storage at a distributor, transport or installation.
- 4.7. Products sold by unauthorized sellers in areas where Jøtul operates a selective distribution system



4.8. Associated costs, including but not limited to transport, travel, labour, loss of service or indirect, incidental, consequential or similar damages.

4.9. For pellet stoves: Noise caused by expansion or retraction of materials due to heating or cooling is not considered a defect.

5. Repair and replacement

Jøtul will repair or replace at its option any of the items determined by Jøtul to be covered by this warranty.

Repaired products and replacement items are warranted within the original warranty period of the stove.

Jøtul changes its product portfolio from time to time. Jøtul may replace any defective item with substitute items determined by Jøtul to be of substantially equal quality and price, including a replacement stove with similar heating capacity.

6. No limitation of consumer rights

This warranty does not limit your rights pursuant to national legislation governing the sale of consumer goods.

7. Validity and communication

This warranty is valid for purchases made within the territory of the European Economic Area.

All claims must be addressed to your local authorized Jøtul dealer within two months of your discovery of any defect. See list of importers and dealers on our web site intl.jotul.com